



NOTICE OF SOLICITATION

SERIAL 04059-S

INVITATION FOR BIDS FOR: VMX SUPPORT AND MAINTENANCE (NIGP 88390)

Notice is hereby given that sealed bids will be received by the Materials Management Department, Materials Management Center, 320 West Lincoln Street, Phoenix, Arizona 85003-2494, until 2:00 P.M./M.S.T. on **NOVEMBER 09, 2004** for the furnishing of the following for Maricopa County. Bids will be opened by the Materials Management Director (or designated representative) at an open, public meeting at the above time and place.

All bids must be signed, sealed and addressed to the Materials Management Department, Materials Management Center, 320 West Lincoln Street, Phoenix, Arizona 85003-2494, and marked **"SERIAL 04059-S INVITATION FOR BIDS FOR VMX SUPPORT AND MAINTENANCE (NIGP 88390)."**

The Maricopa County Procurement Code ("The Code") governs this procurement and is incorporated by this reference. Any protest concerning this request for bids must be filed with the Procurement Consultant in accordance with Section MC1-905 of the Code.

ALL ADMINISTRATIVE INFORMATION CONCERNING THIS BID AND THE CONTRACTUAL TERMS AND CONDITIONS CAN BE LOCATED AT <http://www.maricopa.gov/materials>. ANY ADDENDA TO THIS SOLICITATION WILL BE POSTED ON THE MARICOPA COUNTY MATERIALS MANAGEMENT WEB SITE UNDER THE SOLICITATION SERIAL NUMBER.

BID ENVELOPES WITH INSUFFICIENT POSTAGE WILL NOT
BE ACCEPTED BY THE MARICOPA COUNTY MATERIALS
MANAGEMENT CENTER

INQUIRIES:

LONNIE CUNICO
PROCUREMENT CONSULTANT
TELEPHONE: (602) 506-3243

THERE WILL BE A MANDATORY PRE-BID CONFERENCE ON OCTOBER 28th, 2004 AT 10:00 AM AT THE MARICOPA COUNTY MATERIALS MANAGEMENT DEPARTMENT, 320 W. LINCOLN ST., PHOENIX, AZ 85003

NOTE: MARICOPA COUNTY PUBLISHES ITS SOLICITATIONS ONLINE AND THEY ARE AVAILABLE FOR VIEWING AND/OR DOWNLOADING AT THE FOLLOWING INTERNET ADDRESS:

<http://www.maricopa.gov/materials/advbd/advbd.asp>

**IF THIS DOCUMENT WAS DOWNLOADED FROM THE INTERNET, CONTACT THE
PROCUREMENT CONSULTANT FOR ANY REFERENCED DRAWINGS.**

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NO RESPONSE

Contractors not responding to this bid are asked to complete this document and return it to Maricopa County Materials Management Department, 320 W. Lincoln St., Phoenix, AZ 85003-2494 or fax to 602/258-1573.

MARK OUTSIDE ENVELOPE "SERIAL 04059 -S"

Responses must be received **BY 2:00 P.M., NOVEMBER 09, 2004**. Contractors failing to submit a bid, or this document, may be subject to removal from the Maricopa County Materials Management Contractor List.

SERIAL **04059-S**

TITLE: **VMX SUPPORT AND MAINTENANCE (NIGP 88390)**

CONTRACTOR NAME: _____

ADDRESS: _____

PHONE: _____ CONTACT: _____

REASON FOR NO BID:

_____	Insufficient time
_____	Do not handle product/service
_____	Other: _____

IMPORTANT

PLEASE READ BEFORE SUBMITTING YOUR BID

M/WSBE CONTRACT PARTICIPATION

For this Contract a combined M/WSBE goal of 0% involvement is established for Minority/Women-Owned Small Business Enterprises (M/WSBE). This goal may be attained singularly or by any combination thereof to create the overall designated percentage involvement goal. Instructions and required forms are included in the Minority/Women-Owned Small Business Enterprise Program Contracting Requirements section. The Maricopa County Minority and Women-Owned Small Business Enterprise Program, revised June 14, 2000, is incorporated by reference.

The Materials Management Department of Maricopa County will endeavor to ensure in every possible way that Minority and Women-owned Small Business firms shall have every opportunity to participate in providing professional services, materials, and contractual services to the Materials Management Department of Maricopa County without being discriminated against on the grounds of race, religion, sex, age or national origin. The Maricopa County Minority Business Program, effective January 1, 1992, is incorporated by reference.

THESE FORMS MAY BE LOCATED AT <http://www.maricopa.gov/materials>. M/WSBE PARTICIPATION FORMS.

SPECIFICATIONS ON INVITATION FOR BID FOR: **VMX SUPPORT AND MAINTENANCE
(NIGP 88390)**

1.0 **INTENT:**

The intent of this Invitation For Bid is to source a Contractor to perform annual maintenance, support and repairs for the Avaya Octel (VMX) Model 200, 300 and OCTEL ACCESS systems operating throughout Maricopa County. Maricopa County wishes to achieve maximum return on its investment in voice processing systems by identifying and implementing applications that serve County departments, agencies, and their clients.

The Maricopa County Telecom staff performs routine changes, additions, and deletions of the mailboxes, as well as password resets. The contractor must have personnel on staff able to provide assistance for other systems administration activities that are less routine, such that County personnel may not maintain proficiency in such specialized tasks, and for development and maintenance of Serenade applications.

2.0 **TECHNICAL SPECIFICATIONS:**

2.1 Maricopa County's current equipment is located within the following departments:

- 2.1.1 Telecommunications Department
- 2.1.2 MCSO
- 2.1.3 Clerk of the Court

A current list of equipment and components requiring maintenance is listed in EXHIBIT 1.

2.2 **VENDOR REQUIREMENTS**

2.2.1 The Vendor shall have on-staff qualified technical personnel experienced in the maintenance of Octel (VMX) equipment. Avaya product certification will be required to support the following system components and associated applications:

- 2.2.1.1 Call Processing System Ongoing Support
- 2.2.1.2 Call Processing System Application Development and Support
- 2.2.1.3 Call Processing System Annual Maintenance
- 2.2.1.4 Call Processing System Software Upgrades

2.2.2 The Vendor staff certification shall include Avaya System Implementation and System Administration of the Octel 300 Senerade/D.I.A.L. operating system and Octel Access application development and support.

2.2.3 All vendors are required to communicate, coordinate, cooperate and participate with multiple vendors. This demand is for timely and quality solution to any problem. The vendors will work together to identify the problem, to identify the cause, to recommend a solution, to identify the responsible parties, and to initiate the corrective action through to the end.

2.2.4 Remote access requires VPN or dial access via a smart card. Each technician will require his own access card.

2.2.5 The Vendor shall have a minimum of five (5) years experience in Octel (VMX) support and provide current references (Attachment C).

2.3 **RESPONSE TIME:**

THE CONTRACTOR SHALL PROVIDE THE COUNTY WITH A DESIGNATED POINT OF CONTACT AND MAKE ARRANGEMENTS TO ENABLE THEIR MAINTENANCE REPRESENTATIVES TO RECEIVE REQUESTS FOR MAINTENANCE SERVICE.

The contractor shall respond to all requests for maintenance on equipment covered by this contract per attached equipment specifications list (EXHIBIT 1). For critical situations the contractor agrees to have a qualified technician on-site per specifications detailed below.

RESPONSE TIME SHALL BE MEASURED FROM THE TIME THE COUNTY FIRST PLACED A CALL TO THE CONTRACTOR'S MAINTENANCE SERVICE AND ENDS WHEN THE MAINTENANCE REPRESENTATIVE ARRIVES ON SITE READY TO PERFORM REQUIRED SERVICE. Contractor agrees that the response time standard is reasonable and shall meet this standard.

Ongoing Support Service Level Agreement

Repair

Goal	<u>Excellent</u> <u>According to</u> <u>Maricopa</u> <u>County</u>	<u>Good</u> <u>According</u> <u>to</u> <u>Maricopa</u> <u>County</u>	<u>Standard According to Maricopa County</u>
Emergency	0.5 hours	1 hour	2 hours
Critical	2 hours	3 hours	4 hours
Standard	4 hours	8 hours	12 hours

At time of problem call, customer will clearly indicate to the vendor the kind of severity as follows:

- 2.3.1 Emergency - Mission Critical Systems inoperable and major impact on business. Response time shall be within 2 hrs from original call for service.
- 2.3.2 Critical - Production system affected and business in reduced in its capability. Response time shall be within 4 hrs from original call for service.
- 2.3.3 Standard - Some device down but impact on business is nominal. Response time shall be within 12 hrs from original call for service.
- 2.3.4 There shall be no difference in level, quality, responsiveness, or techniques used for service between full service maintenance or time and material.

Each failure to meet the required response time will be recorded by the using agency. MULTIPLE DOCUMENTED FAILURES TO MEET THE RESPONSE TIME REQUIREMENTS MAY RESULT IN THE INITIATION OF THE COUNTY'S DEFAULT POLICY AND TERMINATION OF THE CONTRACT.

THE COUNTY RESERVES THE RIGHT TO SOLICIT AND PROCURE SERVICE FROM AN ALTERNATE VENDOR(S) SHOULD CONTRACTED VENDOR FAIL TO RESPOND TO EMERGENCY – MISSION CRITICAL REQUIREMENTS. ALL REASONABLE ASSOCIATED COSTS WOULD THEN BE DEDUCTED FROM CONTRACTED VENDORS MONTHLY BILLING.

- 2.3.5 Emergency Maintenance Calls: Vendor must have a 24 hour/day, 365 days a year telephone service for emergency maintenance calls.

- 2.3.6 The holiday rates for any time and material maintenance will only apply on holidays that are recognized by both parties (New Years Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, & Christmas Day)

THE ESCALATION TO THE NEXT HIGHER LEVEL OF ENGINEER IS AS FOLLOWS:

1. If the initial engineer is unable to have the unit operating within 4 hours, a senior engineer must be called and on site within 1 hour.
2. If the senior engineer is unable to repair the equipment and have it operating within 4 hours, the OEM or other appropriate expert must be called and be on site within 1 hour.
3. It is expected that all repairs will be completed within 8 hours 95% of the time.
The vendor will be responsible for all the costs associated with the above conditions

2.4 SPARE PARTS AVAILABILITY

The vendor shall maintain a local spare parts inventory of 100% for all departments to allow proper maintenance of equipment and to meet the effectiveness standards under this contract. The County reserves the right to inspect vendor parts inventory. Central distribution centers are acceptable to help meet up to 20% percent of this standard **if OVERNIGHT DELIVERY AT NO CHARGE TO COUNTY** is provided and does not result in the equipment being down more than 24 hours recorded from time of service call to contractor. If special arrangements with other third party suppliers are necessary to meet the parts standard, it is the responsibility of the vendor to make this arrangement.

The following critical components must be maintained in local inventory: CPU, VCU, Disk Drive, 8 and or 16 Port Cards, Fax Application Processor, Works Application Processor Card, Works Disk Drive, Local Area Network Card, and Power Supply.

Vendor must submit with their bid, documentation of pricing for above parts. The County is requesting submission of Cost + % pricing (see Attachment A – Pricing) on all applicable parts. Applicable pricing documentation (Catalog(s), Disk(s), Web Based) must be included and/or referenced in your bid.

Vendor will be required to respond with level of parts inventory and staffing available in the Phoenix area.

The on-site response time for parts availability will be within 4 hours for system critical designated parts and 24 hours for non-system critical designated parts.

If the vendor does not stock a part, the vendor must have written agreements with a third-party per the arrangements outlined above and available for inspection as well.

Parts Counter Availability - Any charges related to the special opening of a parts supplier counter by the assigned maintenance vendor due to a local part shortage to resolve a County maintenance problem, will not be charged to the County.

2.5 TAX:

No tax shall be levied against labor. Bid pricing to include all labor, overhead tools and equipment used, profit, and any taxes that may be levied. It is the responsibility of the Contractor to determine any and all taxes and include the same in bid price.

2.6 DELIVERY:

It shall be the Contractor's responsibility to meet the County's delivery requirements, as called for in the Technical Specifications. Maricopa County reserves the right to obtain services on the open market in the event the Contractor fails to make delivery and any price differential will be charged against the Contractor.

3.0 **SPECIAL TERMS & CONDITIONS:**

3.1 CONTRACT LENGTH:

This Invitation for Bids is for awarding a firm, fixed price purchasing contract to cover a five (5) year period.

3.2 ESCALATION:

Any request for reasonable price adjustments must be submitted thirty (30) days prior to the Contract Anniversary date. Justification for the requested adjustment in cost of labor and/or materials must be supported by appropriate documentation and fall within the Producer Price Index for the commodity. Increases are subject to approval in writing by the Materials Management Department prior to any adjusted invoicing being submitted for payment.

3.3 INDEMNIFICATION AND INSURANCE:

3.3.1 INDEMNIFICATION

To the fullest extent permitted by law, CONTRACTOR shall defend, indemnify, and hold harmless COUNTY, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the acts, errors, omissions or mistakes relating to the performance of this Contract. CONTRACTOR'S duty to defend, indemnify and hold harmless COUNTY, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property, including loss of use resulting therefrom, caused by any acts, errors, omissions or mistakes in the performance of this Contract including any person for whose acts, errors, omissions or mistakes CONTRACTOR may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

3.3.2 **Abrogation of Arizona Revised Statutes Section 34-226:**

In the event that A.R.S. § 34-226 shall be repealed or held unconstitutional or otherwise invalid by a court of competent jurisdiction, then to the fullest extent permitted by law, CONTRACTOR shall defend, indemnify and hold harmless COUNTY, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or resulting from CONTRACTOR'S work or services. CONTRACTOR'S duty to defend, indemnify and hold harmless, COUNTY, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, injury to, impairment or destruction of property including loss of use resulting therefrom, caused in whole or in part by any act or omission of CONTRACTOR, anyone CONTRACTOR directly or indirectly employs or anyone for whose acts CONTRACTOR may be liable, regardless of whether it is caused in part by a party indemnified hereunder, including COUNTY.

The scope of this indemnification does not extend to the sole negligence of COUNTY.

3.3.3 **Insurance Requirements.**

CONTRACTOR, at CONTRACTOR'S own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State

of Arizona licensing, the stipulated insurance may be purchased from a company or companies which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of **COUNTY**. The form of any insurance policies and forms must be acceptable to **COUNTY**.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of **COUNTY**, constitute a material breach of this Contract.

CONTRACTOR'S insurance shall be primary insurance as respects **COUNTY**, and any insurance or self-insurance maintained by **COUNTY** shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect **COUNTY**.

The insurance policies may provide coverage, which contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to **COUNTY** under such policies. **CONTRACTOR** shall be solely responsible for the deductible and/or self-insured retention and **COUNTY**, at its option, may require **CONTRACTOR** to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

COUNTY reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. **COUNTY** shall not be obligated, however, to review such policies and/or endorsements or to advise **CONTRACTOR** of any deficiencies in such policies and endorsements, and such receipt shall not relieve **CONTRACTOR** from, or be deemed a waiver of **COUNTY'S** right to insist on strict fulfillment of **CONTRACTOR'S** obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, shall name **COUNTY**, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, shall contain a waiver of transfer of rights of recovery (subrogation) against **COUNTY**, its agents, representatives, officers, directors, officials and employees for any claims arising out of **CONTRACTOR'S** work or service.

3.3.3.1 Commercial General Liability. **CONTRACTOR** shall maintain Commercial General Liability Insurance (CGL) and, if necessary, Commercial Umbrella Insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00 01 10 93 or any replacements thereof. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

The policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, or any provision which would serve to limit third party action over claims.

The CGL and the commercial umbrella coverage, if any, additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form CG 20 10 10 01, and shall include coverage for **CONTRACTOR'S** operations and products.

3.3.3.2 Automobile Liability. **CONTRACTOR** shall maintain Automobile Liability Insurance and, if necessary, Commercial Umbrella Insurance with a combined single limit for bodily injury and property damage of no less than \$1,000,000, each occurrence, with respect to **CONTRACTOR'S** vehicles (including owned, hired, non-owned), assigned to or used in the performance of this Contract. If hazardous substances, materials, or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

3.3.3.3 Workers' Compensation. **CONTRACTOR** shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of **CONTRACTOR'S** employees engaged in the performance of the work or services, as well as Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

CONTRACTOR waives all rights against **COUNTY** and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by **CONTRACTOR** pursuant to this agreement.

In case any work is subcontracted, **CONTRACTOR** will require the Subcontractor to provide Workers' Compensation and Employer's Liability insurance to at least the same extent as required of **CONTRACTOR**.

3.3.4 Certificates of Insurance.

3.3.4.1 Prior to commencing work or services under this Contract, Contractor shall furnish the County with certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of **CONTRACTOR'S** work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to **COUNTY** fifteen (15) days prior to the expiration date.

3.3.4.2 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

3.4 PROCUREMENT CARD ORDERING CAPABILITY:

It is the intent of Maricopa County to utilize a procurement card that may be used by the County from time to time, to place and make payment for orders under the Contract. Contractors without this capability may be considered non-responsive and not eligible for award consideration.

3.5 INQUIRIES AND NOTICES:

All inquiries concerning information herein shall be addressed to:

MARICOPA COUNTY
DEPARTMENT OF MATERIALS MANAGEMENT
ATTN: CONTRACT ADMINISTRATION
320 W. LINCOLN ST.
PHOENIX, AZ 85003

Administrative telephone inquiries shall be addressed to:

LONNIE CUNICO, Procurement Consultant, 602-506-3243
Email: cunicol@mail.maricopa.gov

Technical telephone inquiries shall be addressed to:

CHRIS BALDWIN, Telecom Department, 602-506-8009

Inquiries may be submitted by telephone but must be followed up in writing. No oral communication is binding on Maricopa County.

3.6 PRE-BID CONFERENCE:

THERE WILL BE A MANDATORY PRE-BID CONFERENCE ON OCTOBER 28, 2004 AT 10:00 AM AT THE MARICOPA COUNTY MATERIALS MANAGEMENT DEPARTMENT, 320 W. LINCOLN ST., PHOENIX, AZ 85003

3.7 SUBMISSION PRICE CLARITY:

For reasons of clarity all submissions of pricing (Attachment A) shall be priced in the same unit (size, volume, quantity, weight, etc.) as the bid specifications request. Submissions (bids) failing to comply with this requirement may be declared non-responsive.

3.8 EVALUATION CRITERIA:

The evaluation of this Bid will be based on, but not limited to, the following:

- 3.8.1 Compliance with specifications
- 3.8.2 Price
- 3.8.3 Determination of responsibility

The County reserves the right to award in whole or in part, by item or group of items, by section or geographic area, or make multiple awards, where such action serves the County's best interest.

3.9 INSTRUCTIONS FOR PREPARING AND SUBMITTING BIDS:

Bidders are to provide one (1) original (labeled) PLUS ONE ELECTRONIC COPY ON A CD and (2) copies of their bid. **Respondents are to address bids identified with return address, serial number and title in the following manner:**

**Maricopa County Department of Materials Management
320 W. Lincoln St.
Phoenix, AZ 85003**

**SERIAL 04059-S
VMX SUPPORT AND MAINTENANCE**

Bids must be signed by a corporate official who has been authorized to make such commitments. All prices shall be held firm for a period of one hundred twenty (120) days after the RFP closing date.

NOTE: CONTRACTORS ARE REQUIRED TO USE ATTACHED FORMS TO SUBMIT THEIR BIDS.

ATTACHMENT A

PRICING

SERIAL 04059-S
PRICING SHEET S076506/B0604638/NIGP 88390
BIDDER NAME: _____
F.I.D./VENDOR #: _____
BIDDER ADDRESS: _____
P.O. ADDRESS: _____
BIDDER PHONE #: _____
BIDDER FAX #: _____
COMPANY WEB SITE: _____
COMPANY CONTACT (REP): _____
E-MAIL ADDRESS (REP): _____

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: ____ YES ____ NO

WILL YOUR FIRM ACCEPT A PROCUREMENT CARD FOR INVOICE PAYMENT? ____ YES ____ NO

IF YES, MAY THE COUNTY TAKE ADVANTAGE OF DISCOUNTS OFFERED BY YOUR FIRM IN THIS BID/RFP
WHEN PAYING WITH A PROCUREMENT CARD? ____ YES ____ NO

INTERNET ORDERING CAPABILITY: ____ YES ____ NO ____ % DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: ____ YES ____ NO

PAYMENT TERMS: BIDDER IS REQUIRED TO PICK ONE OF THE FOLLOWING.
TERMS WILL BE CONSIDERED IN DETERMINING LOW BID.
FAILURE TO CHOOSE A TERM WILL RESULT IN A DEFAULT TO NET 30.
BIDDER MUST INITIAL THE SELECTION BELOW.

NET 10	_____
NET 15	_____
NET 20	_____
NET 30	_____
NET 45	_____
NET 60	_____
NET 90	_____
2% 10 DAYS NET 30	_____
1% 10 DAYS NET 30	_____
2% 30 DAYS NET 31	_____
1% 30 DAYS NET 31	_____
5% 30 DAYS NET 31	_____

INDICATE PERCENTAGE OF M/WBE PARTICIPATION IF ANY HERE: _____ %

PLEASE INDICATE HOW YOU HEARD ABOUT THIS SOLICITATION:

____ NEWSPAPER ADVERTISEMENT
____ MARICOPA COUNTY WEB SITE
____ PRE-SOLICITATION NOTICE
____ OTHER (PLEASE SPECIFY)

ALL PRICING SHALL BE SUBMITTED ON A 3.5" DISKETTE FORMATTED IN EXCEL '97. NO BIDS WILL BE
ACCEPTED WITHOUT THE ACCOMPANYING DISKETTE IN YOUR BID SUBMITTAL. ANY BID NOT CONTAINING
THE REQUIRED DISKETTE WILL BE CONSIDERED NON-RESPONSIVE AND NOT CONSIDERED FOR EVALUATION
OR CONTRACT AWARD.

ATTACHMENT A

PRICING

ALL REQUESTS FOR DISKETTES MUST BE FAXED TO THE PROCUREMENT CONSULTANT AT (602) 258-1573. IN ADDITION, ONE (1) HARD COPY OF EACH PAGE OF ATTACHMENT A (PRICING PAGE) SHALL BE SUBMITTED WITH YOUR BID.

1.0 PRICING:

1.1 OCTEL 200, 300 and OCTEL ACCESS Support and Maintenance for Equipment and Components Listed in EXHIBIT 1, Including: _____/annually

Call Processing System Ongoing Support
Call Processing Annual Maintenance (Hardware)
Call Processing System Software Upgrades

1.2 Call Processing System Application Development and Support _____/hourly

1.3 Repair Labor Rate

1.3.1 Normal Business Hours _____/hourly

1.3.2 After hours, Weekends _____/hourly

1.3.3 Holidays* _____/hourly

*The holiday rates for any time and material maintenance will only apply on holidays that are recognized by both parties (New Years Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, and Christmas Day.)

1.4 Repair Parts Cost Plus _____%

ATTACHMENT B

AGREEMENT

The Contractors hereby certify that they have read, understand and agree that acceptance by Maricopa County of the Contractor's offer by the issuance of a Purchase Order or Contract will create a binding Contract. Further, they agree to fully comply with all terms and conditions as set forth in the Maricopa County Procurement Code, and amendments thereto, together with the specifications and other documentary forms herewith made a part of this specific procurement.

BY SIGNING THIS AGREEMENT THE SUBMITTING FIRMS CERTIFIES THAT THEY HAVE REVIEWED THE ADMINISTRATIVE INFORMATION AND CONTRACTUAL TERMS AND CONDITIONS LOCATED AT <http://www.maricopa.gov/materials>. AND AGREE TO BE CONTRACTUALLY BOUND TO THEM.

MINORITY/ WOMEN-OWNED SMALL BUSINESSES (check appropriate item):

☐ Disadvantaged Business Enterprise (DBE)
☐ Women-Owned Business Enterprise (WBE)
☐ Minority Business Enterprise (MBE)
☐ Small Business Enterprise (SBE)

FIRM SUBMITTING BID

FEDERAL TAX ID NUMBER

PRINTED NAME AND TITLE

AUTHORIZED SIGNATURE

ADDRESS

TELEPHONE

FAX #

CITY STATE ZIP

DATE

WEB SITE: _____

EMAIL ADDRESS: _____

MARICOPA COUNTY, ARIZONA

BY: _____
DIRECTOR, MATERIALS MANAGEMENT

DATE

BY: _____
CHAIRMAN, BOARD OF SUPERVISORS

DATE

ATTESTED:

CLERK OF THE BOARD

DATE

APPROVED AS TO FORM:

MARICOPA COUNTY ATTORNEY

DATE

ATTACHMENT C

CONTRACTOR REFERENCES

FIRM SUBMITTING BID:

1. COMPANY NAME: _____
ADDRESS: _____
CONTACT PERSON: _____
TELEPHONE: _____ E-MAIL ADDRESS: _____
2. COMPANY NAME: _____
ADDRESS: _____
CONTACT PERSON: _____
TELEPHONE: _____ E-MAIL ADDRESS: _____
3. COMPANY NAME: _____
ADDRESS: _____
CONTACT PERSON: _____
TELEPHONE: _____ E-MAIL ADDRESS: _____
4. COMPANY NAME: _____
ADDRESS: _____
CONTACT PERSON: _____
TELEPHONE: _____ E-MAIL ADDRESS: _____
5. COMPANY NAME: _____
ADDRESS: _____
CONTACT PERSON: _____
TELEPHONE: _____ E-MAIL ADDRESS: _____

EXHIBIT 1
CURRENT EQUIPMENT AND COMPONENTS REQUIRING MAINTENANCE

		MARICOP1	MARICOP2	CLERKPHX	SHERIFF
	SERIAL NUMBER	301261	301654	301556	301531
	SYSTEM TYPE	VMX300XL	VMX300	VMX300XL	VMX300XL
	RELEASE	S.4.0.0	S.4.1.1	S.4.1.1	S.1.0.1
	FEATURES				
1.1	1 Messaging	Y	Y	Y	Y
1.2	3 OMM	Y	Y	Y	N
1.3	4 VoiceNet	Y	N	Y	Y
1.4	7 Fax Mail Plus	Y	Y	Y	Y
1.5	8 Name & Greeting Redundancy	N	Y	Y	Y
1.6	9 Message Rendundancy	Y	Y	Y	Y
1.7	15 AMIS Analog Networking	Y	N	N	N
1.8	19 Single Digit Menus	Y	Y	Y	Y
1.9	20 Incoming Call Restriction	N	N	Y	Y
1.10	21 Call Queuing	Y	N	Y	Y
1.11	22 OctelForms	N	N	Y	Y
1.12	23 Dial by Name	Y	Y	Y	Y
1.13	24 Works for Serenade	Y	Y	Y	Y
1.14	26 Works for Serenade w/Octel 200/300	Y	Y	Y	Y
1.15	27 Works for Serenade Application Development Kit	Y	N	Y	N
1.16	28 Works for Serenade 3270 Host Interface 1-32	N	N	Y	N
1.17	29 Works for Serenade Application Controlled Messaging	Y	Y	Y	Y
1.18	30 Works for Serenade Local Database Access	Y	Y	Y	Y
1.19	31 Adaptive Integration	Y	Y	Y	Y
1.20	33 Works for Serenade Async Host 1-16 Sessions	Y	N	Y	Y
1.21	34 Network Names Confirmation	Y	Y	Y	Y
1.22	35 XL	Y	N	Y	Y
1.23	36 Toshiba Integration	Y	Y	Y	N
1.24	37 Remote Digital Networking	Y	N	N	N
1.25	38 OctelNet Analog Networking	Y	N	N	N
1.26	39 Domain Digital Networking	Y	N	N	N
1.27	40 LAN Backup & Restore	Y	N	N	N
1.28	Languages (number of)	2	1	3	2
	HARDWARE				
1.29	TLC8		2	2	1
1.30	LIC8	3	4	2	5

EXHIBIT 1 – CONT.

1.31	DLC16	6			1
1.32	FAX4			1	1
1.33	FAX8	1	1		
1.34	2GB Drive	3	1	1	
1.35	1GB Drive			1	
1.36	500MB Drive	1			
1.37	420MB Drive	1	1		2
1.38	380MB Drive	1			
1.39	210MB Drive				1
1.40	105MB Drive		1		
1.41	LAN Card	Y	Y	Y	N
1.42	Application Controll Processor	Y	Y	Y	Y
1.43	ATTIC Integration Card				3
	OA SERVER		Y	Y	
1.44	Release		3	4	
1.45	Tokens		8	24	
	OA Applications				
1.46	Child Support FaxBack 1.3			Y	
1.47	Child Support Payment 2.0.1			Y	
1.48	Planning & Development 1.0.0		Y		
1.49	Flood Control 1.0.1		Y		
1.50	Court Admin Hearing 1.2		Y		